GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2437
ANSWERED ON:15.03.2007
DECLINE IN EFFICIENCY IN AIR INDIA
Patel Shri Jivabhai Ambalal;Yadav Shri M. Anjan Kumar

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the number and nature of complaints received against the staff and management of Air India (AI) during the last three years;

(b) the number of the officials found guilty on the basis of these complaints;

(c) whether the efficiency of the staff and management of AI has been declining;

(d) if so, the reaction of the Government thereto; and

(e) the steps taken/proposed to be taken to improve the efficiency in AI?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a): During the last three years, Air India has received 176 complaints against its staff and management. The nature of complaints relate to illegal gratification, customs, CBI/ Police, misuse of authority, fraud/forgery, irregularities in tenders and misappropriation.

(b): 85 officials have been found guilty during these years.

(c): No, Sir.

(d) and (e):- Do not arise.